

# TeamSTEPPS®

## Team Strategies & Tools to Enhance Performance & Patient Safety



### TOOLS YOU CAN USE



#### COMMUNICATION

- **SBAR** – A standardized technique for communicating critical information that requires immediate attention and action concerning a patient's condition or work situation. SBAR stands for **S**ituation, **B**ackground, **A**ssessment, and **R**ecommendation/**R**equest.
- **Call-out** – A tactic used to communicate important or critical information. It informs all team members simultaneously during emergent situations and helps team members anticipate next steps.
- **Check-Back** – A strategy for closed-loop communication to ensure that information conveyed by the sender is understood by the receiver as intended.
- **Teach-Back** – A communication technique that helps ensure that a patient or caregiver understands information and responsibilities. It's also known as the show-me method or closing the loop.
- **Handoff** – The transfer of information during transitions in care across the continuum. It provides an opportunity to ask questions, clarify and confirm.
- **I-PASS** – A mnemonic for the key elements of the handoff process: **I**llness severity; **P**atient summary; **A**ction items; **S**ituation awareness and contingency planning; and **S**ynthesis by receiver.



#### LEADING TEAMS

- **Brief** – A short session prior to the start of a procedure or event to share the plan, discuss team formation, assign roles and responsibilities, establish expectations and climate, and anticipate outcomes and likely contingencies.
- **Huddle** – Ad hoc meeting to re-establish situational awareness, reinforce plans already in place and assess the need to adjust the plan.
- **Debrief** – Informal information-exchange session designed to improve team performance and effectiveness through lessons learned and reinforcement of positive behaviors.



#### SITUATION MONITORING

- **STEP** – A tool for monitoring situations in the delivery of health care and useful in situation monitoring of the patient. STEP stands for **S**tatus of the patient, **T**eam members, **E**nvironment, **P**rogress toward goal.
- **I'M SAFE** – A checklist used during situation monitoring by each team member to assess his or her own safety status. I'M SAFE stands for **I**llness, **M**edication, **S**tress, **A**lcohol and **D**rugs, **F**atigue, **E**ating and **E**limination.
- **Cross-Monitoring** – A harm error-reduction strategy that involves:
  - Monitoring the actions of other team members.
  - Providing a safety net within the team.
  - Ensuring that mistakes or oversights are caught quickly and easily.
  - "Watching each other's back."



#### MUTUAL SUPPORT

- **Task Assistance** – Ways to disagree appropriately. (I'm Concerned./ I'm Uncomfortable./ This is a Safety Issue.)
- **Advocacy and Assertion** – Promoting the interests of a group or person, including oneself. Expressing oneself and standing up for one's point of view. Assertive statements are nonthreatening and respectful ways to make sure that concerns are addressed.
- **Two-Challenge Rule** – Empowers all team members to verbalize concern at least two times and "stop the line" if they sense or discover an essential safety breach.
- **CUS** – An assertive statement used when a team member would like to "stop the line." CUS stands for "I am **C**oncerned!" "I am **U**ncomfortable!" "This is a **S**afety Issue!"
- **DESC** – An approach for managing and resolving conflict. DESC stands for **D**escribe, **E**xpress, **S**uggest, **C**onsequences.

Scan this code to download the free TeamSTEPPS Pocket Guide app, which includes a complete list of tools.



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